

1. Introduction

Each ZIVVER product has a number of technical requirements that the customer's infrastructure has to meet in order for the product to be able to function properly. This document describes the minimal technical requirements per product.

In order to be able to provide the Services, the minimal product requirements set out below should be met at all times. Furthermore, ZIVVER reserves the right to further update and expand the 'Minimal Technical Requirements' according to market wide technological developments and new innovations.

ZIVVER follows the official support lifecycle schedule of Microsoft for its product portfolio. This update will be shared through admin newsletters or on our documentation portal.

2. ZIVVER Office plugin

Product name	ZIVVER Office plugin
Targeted platform	Microsoft Windows
Purpose	Securely send and receive messages directly from within Microsoft Outlook for Windows.
How to install	MSI installer
Current major version	V4.0 (April 2020)
Documentation	Different installation manuals can be found on: https://docs.zivver.com/en/admin.html
	Minimal Requirements
System Requirements	<ul style="list-style-type: none"> a. Microsoft Windows 7 Extended Security Updates or higher. b. Microsoft .NET Framework 4.7.2 or higher. c. Microsoft Outlook 2010 or higher. d. Memory utilization: +/- 150 MB in total per Outlook session.
Product Specific Requirements	<ul style="list-style-type: none"> a. HTTPS connection, port 443, TLS v1.2 or higher with https://*.zivver.com. b. Outlook in Cached Mode or Outlook in Online Exchange Mode with low network latencies (< 100 ms) and adequate bandwidth. c. A Microsoft supported scenario when using different versions of Office, Project, and Visio on the same computer.

3. ZIVVER OWA add-in



Product name	ZIVVER OWA add-in
Targeted platform	Microsoft Outlook Web App (OWA) / Outlook on the web in a desktop browser.
Purpose	Securely send and receive messages directly from within Microsoft Outlook Web App (OWA).
How to install	Via Exchange Online (Office 365).
Current major version	V3 (Q2 2020)
Documentation	https://docs.zivver.com/en/admin/owa/installation-manual.html
	Minimal Requirements
System Requirements	<ul style="list-style-type: none">a. Exchange Online.b. Any modern desktop browser that keeps itself up-to-date and is no more than 2 major releases behind the General Available (GA) version of that browser. <p>Supported desktop browsers include:</p> <ul style="list-style-type: none">a. Apple Safari.b. Google Chrome / Chromium.c. Microsoft Edge based on Chromium.d. Mozilla Firefox.
Product Specific Requirements	<ul style="list-style-type: none">a. The domain of the ZIVVER OWA add-in and that of the ZIVVER Webapp is included in the list of trusted sites in Internet Explorer.b. The Exchange on-send feature is enabled for any user who has the ZIVVER OWA add-in installed.c. The browser settings allows third-party cookies.

4. ZIVVER Webapp

Product name	ZIVVER Webapp
Targeted platform	Desktop or mobile browser on any device.
Purpose	Securely send and receive messages directly from a browser on any device.
How to install	n/a
Current major version	n/a
Documentation	https://docs.zivver.com/en/admin/webapp/admin-manual.html
	Minimal Requirements
System Requirements	<ul style="list-style-type: none">a. Any modern browser that keeps itself up-to-date and is no more than 2 major releases behind the General Available (GA) version of that browser. <p>Supported browsers include:</p> <ul style="list-style-type: none">o Apple Safari (for iOS).o Google Chrome / Chromium (for Android/iOS).o Microsoft Edge based on Chromium.o Mozilla Firefox.
Product Specific Requirements	n/a.



5. ZIVVER Mobile App

Product name	ZIVVER Mobile App
Targeted platform	Android / Apple iOS
Purpose	Securely send and receive messages directly from your Android or Apple mobile phone/tablet.
How to install	Google Play Store / Apple App Store
Current major version	n/a
Documentation	https://docs.zivver.com/en/admin/mobileapp/installation-manual.html
	Minimal Requirements
System Requirements	<ol style="list-style-type: none">a. The two most recent versions of:<ul style="list-style-type: none">o Androido Apple iOS
Product Specific Requirements	<ol style="list-style-type: none">a. HTTPS connection, port 443, TLS v1.2 or higher with https://*.zivver.com.

6. ZIVVER SyncTool

Product name	ZIVVER SyncTool
Targeted platform	Microsoft Windows (Server)
Purpose	Automated user account provisioning of ZIVVER accounts.
How to install	Windows executable file (.exe)
Current major version	V1.4 (Q1 2020)
Documentation	https://docs.zivver.com/en/admin/synctool/installation-manual.html
	Minimal Requirements
System Requirements	<ol style="list-style-type: none">a. Microsoft Windows Server 2008 R2 Service Pack 1 Extended Security Updates or higher.b. Microsoft Windows 7 Extended Security Updates or higher.c. Microsoft .NET 4.7.2 or higher.
Product Specific Requirements	<ol style="list-style-type: none">a. HTTPS connection, port 443, TLS v1.2 or higher with https://*.zivver.com.b. LDAP(S) connection, port 389 or 636 with Microsoft Active Directory.c. Powershell connection with Microsoft Exchange Online (Office 365) or Exchange on-premise.d. The synchronization profiles are run manually or automatically when needed.



7. ZIVVER Single Sign-On Integrations

Product name	ZIVVER Single Sign-On Integrations
Targeted platform	n/a
Purpose	Allow users to securely log in to ZIVVER via a Single Sign-On (SSO) integration. Diminishing the need for end-users to remember and use a separate ZIVVER password.
How to install	By entering the ZIVVER SAML 2.0 metadata file in the settings of the Identity Provider (IdP).
Current major version	n/a
Documentation	Documentation is available for the following supported Identity Providers (IdPs): <ul style="list-style-type: none">• Microsoft Active Directory Federation Services (ADFS): https://docs.zivver.com/en/admin/sso/microsoft-adfs.html• Microsoft Azure Active Directory (AAD): https://docs.zivver.com/en/admin/sso/microsoft-azure-active-directory.html• HelloID: https://docs.zivver.com/en/admin/sso/helloid.html• Okta: https://docs.zivver.com/en/admin/sso/okta.html• Google G-Suite: https://docs.zivver.com/en/admin/sso/google-g-suite.html
	Minimal Requirements
System Requirements	a. The IdP uses Security Assertion Markup Language (SAML) v2.0.
Product Specific Requirements	a. The IdP's SAML 2.0 metadata XML file can be exported in plain text. b. The IdP sends a custom SAML attribute in the SAML assertion. Its value is based on an existing LDAP attribute. c. The user is identified by its email address in the communication between the IdP and the Service Provider (SP). d. The IdP authenticates the user and ZIVVER or the IdP will challenge the user for two-factor authentication (2FA).

8. ZIVVER DNS Settings

Product name	ZIVVER DNS Settings
Targeted platform	DNS Server
Purpose	Let ZIVVER send emails on behalf of your organization, so that the recipient recognizes that these secure messages originated from your organization.



How to install	By adding ZIVVER specific records (SPF and DKIM) to your DNS Settings.
Current major version	n/a
Documentation	https://docs.zivver.com/en/admin/webapp/admin-manual.html#dns-settings
	Minimal Requirements
System Requirements	n/a.
Product Specific Requirements	n/a.

9. ZIVVER Mail Submission

Product name	ZIVVER Mail Submission
Targeted platform	Third-party applications
Purpose	Securely send messages via ZIVVER from any third-party application that supports sending emails.
How to install	Set up a SMTP connection with ZIVVER from within third-party application.
Current major version	n/a
Documentation	https://docs.zivver.com/en/admin.html
	Minimal Requirements
System Requirements	<ol style="list-style-type: none">a. The third-party application can create the following SMTP connection:<ul style="list-style-type: none">○ Smarthost: smtp.zivver.com.○ Port: 587.○ TLS: Yes, v1.2 with STARTTLS.○ Authentication: Yes, with a generated username + password.
Product Specific Requirements	<ol style="list-style-type: none">a. There's a ZIVVER account for the sending email address.b. The ZIVVER account that's used to send the message from is a member of the organization for which the SMTP credentials are generated.

10. ZIVVER SMTP Relay

Product name	ZIVVER SMTP Relay
Targeted platform	Mail Server / Mail Transfer Agent (MTA)
Purpose	Send secure messages via ZIVVER from any Mail Server / Mail Transfer Agent (MTA) that supports relaying emails to a smarthost.
How to install	Set up a SMTP connection with ZIVVER from within the Mail Server / Mail Transfer Agent (MTA).
Current major version	n/a



Documentation	https://docs.zivver.com/en/admin.html
	Minimal Requirements
System Requirements	<ul style="list-style-type: none">a. SPF and DKIM is implemented for the organization's domain name(s) for outgoing emails.b. The Mail Server / MTA can relay emails to the following smarthost:<ul style="list-style-type: none">○ Smarthost: smtp-relay.zivver.com.○ Port: 25.○ TLS: Yes, v1.2 with STARTTLS.○ Authentication: No.
Product Specific Requirements	<ul style="list-style-type: none">a. There's a ZIVVER account for the sending email address.b. The secure message is sent via the ZIVVER Office plugin for Outlook.